



Adults, Health & Wellbeing newsletter- January

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Hello from Maggie



Full transcript of Maggie's message.

Hello everyone and welcome to my January vlog. If you're like me, you won't be able to believe it's the end of January already. It feels like we've done about six months' work in month. It's been a very, very busy time.

One of my highlights of January was to see many of you at the DASS drop-ins a couple of weeks ago. It was a great opportunity to share some information with you, but equally to have your questions and concerns and hear about the things that are bothering you, and the things you are thinking about.

Hopefully over the coming weeks we'll be able to provide some assurance and some answers to your questions. I know that today's newsletter provides us with a transcript and a bit of an update on the issues that you raised.

We've also taken the opportunity to meet with some of our mental health staff. As you will probably know by now, mental health staff are transferring back into the Council in April, so we had a session with them.

Hopefully they understand a bit more about Council life now and what it's going to be like, but it was a great opportunity to meet those staff, get to know a little bit about them, and try to source some of the things that they are worried and concerned about. We'll be doing that on an ongoing basis.

We've also reviewed the ILED programme after a very successful year of implementation last year. We're just at the moment defining the priorities, thinking about what the programme for the coming year will be, and when we're clear about that, we'll share that with you - and there will be loads of opportunities along the way for you to get involved and really influence and shape what we do.

As well as that, we've started our Fair Price For Care consultation led by our brilliant commissioning team, with our external providers. They have been meeting with the providers and been having lots of conversations about what our pricing model could and should look like, and once that's settled we will talk to you all about that, and the impact that might make on the way that you practise.

And corporately we've been looking at the budget, and budget setting, for what will be a really challenging financial year, but we've got some great plans ahead that will really support adult social care and the wider council to stay in budget in the coming year.

Another highlight for me was the visit from Pam and Patriche, our Black Symposium colleagues, and I know they will be coming to Trafford to do some follow-ups over the coming weeks and months as well, so do take every opportunity because it's a great way to support us to think about our anti-racist practice and how we're going to practise for the future.

So, if you think January has been busy, the coming months are going to be busy as well. So, we are finalising our leadership restructure and when we are clear about who's going to take up the roles, and what that's going to look like, we will let you know.

I was delighted yesterday to be part of the Magic Notes evaluation meeting and hear so much from those who have taken part in that pilot. I'm really pleased to say it looks like Magic Notes will be part of our future and we're thinking about how we secure Magic Notes and roll that out to a wider cohort of staff.

Moving into March, we are planning our activities for World Social Work Day and Rob our PSW will be in touch shortly about a range of activities that are really exciting, that will be taking place during that period.

So, again, please keep in touch, any concerns, any issues, or anything you want to raise, drop any of DMT a line and we will get back to you, and we will be planning some rounds of team visits and team talks as the year moves along.

Thank you.

Maggie Kufeldt

Corporate Director for Adults and Wellbeing

DASS drop-in summary



Thanks to everyone who came along to one of two DASS (Director of Adult Social Services) drop-in sessions where Maggie talked about current matters and future plans for our Directorate. If you didn't make it, here's a summary of what was said. If you did, please take this as a recap!

[Maggie's slides from the drop-in sessions.](#)

Care Quality Commission inspection update

As you know, inspection took place July–December 2025.

A draft report of the inspectors' findings and recommendations is expected in February - but a final report may be delayed due pre-election period for local elections, which begins in March. If this happens, due to legal restrictions, the results may not be shared until after the election, which is on Thursday 7 May.

The inspectors have already praised our staff for their knowledge, ambition, and contribution, and we are now focused on the challenges ahead which include recruiting permanent staff to key roles, the forthcoming changes to mental health services in Greater Manchester, Improving our safeguarding systems, occupational therapy and and Front Door implementation.

Our forthcoming restructure

As previously announced, our DASS will be supported by three new Director roles:

- **Director of Social Work & Social Care** (Luke interim).
- **Director of Quality & Safeguarding** (Charlotte interim).
- **Director of Commissioning & Provider Services** (John interim).

Our new and revised head of service roles will be:

- Neighbourhood Services

- Early Intervention & Discharge (includes new front door and hospital social work)
- Mental Health & Learning Disabilities & Complex Autism
- Strategic Safeguarding
- Quality & Improvement
- Adults Commissioning
- Provider Services.

Our aim is for consistency, prevention focus, improved leadership and better workforce planning.

We are emphasising our front door service, safeguarding improvements, and integrated commissioning/provider approach.

Front Door Service

Our business case for investment has been submitted and a decision expected by end of February. If funding is approved we can invest in and expand the team. If it is not approved we will look to deliver a scaled-down version of our ambition, using existing resources.

Regardless of what happens, our front door model will remain - we cannot revert to our old, inconsistent referral system- and the implementation timeline will be April–May 2026.

Quality Assurance Panel Changes

Our current funding panel approach being replaced by Complex Quality Assurance Meeting (C-QAM) which will focus on the Care Act principles of learning, creative solutions, prevention, independence, and reflective case discussions.

Training and clear process to follow.

Mental Health Transition

As Greater Manchester Mental Health Trust comes to an end, social workers will move to council management by late April.

Recruitment pause

The Council's current recruitment pause is not a "blanket freeze" but related to a skills mix review, expected to take place and conclude in February.

Priority teams with high numbers of vacancies will be addressed urgently, though please do note that agency cover is in place as much as possible.

Questions & Answers

The following questions were asked at the sessions. Here they are, with answers.

Will service managers still have roles in the new structure? *Answer:* Yes, service managers remain; the next phase will clarify responsibilities and names.

Where will service managers sit in the new structure? *Answer:* No change; they remain over current teams.

Will the new front door team affect jobs or move staff? *Answer:* Depends on funding; aim is minimal disruption beyond what has already occurred. Workforce planning will ensure notice and reduce reactive moves. There will be no loss of jobs.

What happens to triage team if funding isn't approved? *Answer:* Front door will still happen, but scale depends on resources.

Will triage team become front door permanently? *Answer:* Yes, that's the intention.

Will office locations change? *Answer:* Unknown at present; question logged for FAQs.

Will neighbourhood teams get team managers? *Answer:* Yes, this is planned; current lack of managers is seen as disadvantageous.

Will LD team criteria change to include autism without LD? *Answer:* No; complex cases remain with LD team. Naming conventions may be updated.

When will front door implementation be finalised? *Answer:* Decision by end of February; changes enacted by April–May.

Will review staff return to their teams soon? *Answer:* No fixed timeframe; backlog must be cleared first. Reviews are business-as-usual, not a separate team.

Will a dedicated review team be reinstated? *Answer:* Not planned immediately; alternative approaches (scheduled reviews, clustering, telephone reviews) being introduced.

Will current delegation limits (e.g., £1,000 for LD) remain? *Answer:* Under review for consistency and alignment with Council scheme of delegation.

Mental health staff concerns about co-location and management changes? *Answer:* Co-location will remain; management and systems will change.

Recruitment freeze clarification? *Answer:* It's a pause for skills mix review, not a full freeze, posts covered by agency as much as possible. Permanent recruitment to follow pending outcome of skills mix review, and the implementation of new front door team.

Will LD Team criteria change to support all autism referrals? *Answer:* No, the title on the structure is to reflect the job title of the new merged head of service. Criteria does not change, autism support in all teams as relevant to individual client need.

Supervision policy review - working together



We are currently reviewing the Adult Social Care **supervision policy and supervision templates** to ensure they continue to support high-quality, reflective and strengths-based practice across the department.

This work is being **co-produced with staff at all levels**, recognising that effective supervision is shaped by the experiences of both supervisors and supervisees across different roles and settings.

The **first co-design workshop was held this week**, bringing colleagues together to reflect on **what good supervision looks like in practice** and to explore the **core principles that should underpin supervision** in Adult Social Care. Discussions focused on creating space for reflection, professional curiosity, wellbeing, accountability, and continuous learning.

We are keen to ensure this work reflects the full breadth of Adult Social Care. **Colleagues working in provider services and commissioning are particularly encouraged to get involved**, as your perspectives are essential to shaping supervision arrangements that are meaningful and relevant across the whole system.

If you would like to join the co-design group or find out more, please contact Rob Smart (Principal Social Worker). This is an important opportunity to help shape supervision that supports staff, strengthens practice, and reflects our Practice Framework.

GMMH latest developments

At our recent Let's Talk session, where Maggie talked about the latest regarding Greater Manchester Mental Health Trust matters, there was great engagement, good attendance - and an open and honest conversation around workforce experience to date, anxieties and worries, but also what works well.

[Take a look through Maggie's slides.](#)

The clear message was, let's work together. Our staff and partners will be informing design and ways of working. Our priorities are listening to and involving staff, two-way communication, robust IT systems and clear processes.

This was just the first session in a series - there more to follow, and will include workshops, training, design sessions and involvement.

Our Transformation Lead, Trevor Thompson, will be basing in the MH teams to coordinate this work and delivery of the change.

As always, we have an open door policy - if you're worried or have questions, contact DMT directly, or use improvingliveseveryday@trafford.gov.uk

Adult Social Care Race Equality and Equity Staff Survey



[Direct link to the survey](#)

Closing date: **Friday 6 February 2026**

We are asking for your support in completing this anonymous survey about your experiences of racism in the workplace. The purpose is simple: to help us to understand the barriers faced by you, or your colleagues, and identify what needs to change so that we can create a fairer, more inclusive workplace for everyone.

The survey is for **everyone** in Adult Social Care however you identify. If you need a paper copy of the survey, please contact robert.smart@trafford.gov.uk.

This work is part of the Social Care Workforce Race Equality Standard (SC-WRES) and the wider Race Equality Framework, which sets out clear actions and our intent to tackle racial inequality across Adult Social Care.

Your feedback is critical—it will help us build a clearer picture of what is happening and it will shape practical solutions that make a real difference.

Please put some time in your diary to complete the survey (10-15 minutes) or why not have it as an agenda item in your next team meeting and give staff in your team the time to complete it?

Council works to protect parking spaces for Blue Badge holders



The Council is cracking down on misuse of Blue Badges on matchdays and elsewhere to make sure legitimate users can park conveniently.

The campaign follows instances of small numbers of people using badges that were issued to people who had since died, badges that had expired, and badges which were reported as having been lost.

Though the vast majority of Blue Badges issued in Trafford are used correctly, Civil Enforcement Officers are issuing more fixed penalty notices more regularly – meaning those who break the rules can be almost certain to expect a £70 fine.

Mayor of Trafford hosts awareness evening to support ME/CFS charity

The Mayor of Trafford, Cllr Jane Brophy, hosted an evocative ME/CFS awareness evening at Altrincham Hub to support The ME Association, one of the Mayor's three charities alongside Trafford Carers Centre and Parks in Trafford.

The evening centred around the theme of 'Missing People,' to symbolise those who could not attend because ME (myalgic encephalomyelitis), also known as CFS (chronic fatigue syndrome), keeps them confined to their homes or beds. It served as a powerful reminder of the unseen impact of the condition and the voices that deserve to be heard.

Free round-the-clock travel for older and disabled people in Trafford



Older and disabled people in Greater Manchester will benefit from free round-the-clock travel on Bee Network buses, with the permanent lifting of the 9.30am restrictions on concessionary passes from March 2026.

Mayor of Greater Manchester Andy Burnham and council leaders from across the city-region have been working with older and disabled groups locally to bring about the major change which will give “real freedom” to passengers.

Subject to finalisation of budgets in February and consultation on changes to the concessionary scheme, the change would be implemented from 1 March.

Adult Social Care Practitioner Forum

Save the date:

Wednesday 18 February 2026 09:30 – 11:30, Trafford Town Hall - Committee Room 2&3

Adult Social Care staff are invited to the **Adult Social Care Practitioner Forum** – a space to **learn together, reflect on practice, and meet with colleagues** from across the directorate. The forum provides an opportunity to share learning, explore key practice themes, and reflect on our experiences.

World Social Work Day 2026



The BIG Learn – Celebrating World Social Work Day 2026

Monday 16 March 2026

Stretford Public Hall

Adult Social Care colleagues are invited to **The BIG Learn** – a dedicated day to **learn, reflect and connect** with peers from across Adult Social Care. The event will bring staff together to share learning, celebrate practice, and create space for reflection and networking across teams and roles.

Please **save the date** in your diary – further details about the programme and how to book will follow next month.

Let's come together to learn from each other and strengthen our practice.

"You are amazing!" Compliments for staff

Here is a selection of the past month's roll call of excellence and gratitude.

Kelsey Cox - Social Worker

Kelsey was brilliant, understanding, caring. Just brilliant with my mum and me. A lovely, caring person, and so professional. She treats people so well, and that goes a long way.

Robina Sellwood - Best Interest Assessor

Regarding the social visit by Robina, I'd just like to say that Robina was very helpful in every aspect of the visit and was able to answer all my queries. Very friendly and explained everything very clearly. Very professional. My wife and myself were very pleased with the visit by Robina.

Heather Lang - Social Worker

Heather has shown infinite patience with me and has gone above and beyond in the communication to me, I am sure. She writes timely, factual, and easy to understand emails for me to follow where we are at in the process and what next steps will be.

Heather has great empathy, and I feel she really cares about the outcome for my dad. She also cares about how my mum and I are navigating the complex adult care journey. She has adopted a holistic approach to her care of all of us with no judgement only support and understanding of a complex family dynamic.

Lizzie Kay -Social Worker

Lizzie really listened to my dad and what he wanted. Lizzie was prompt with calls, managed expectation and it went very well. It gave my dad confidence regarding ASC going forward. There need to be more Lizzies in the world. If there is an employer of the year award then it should go to Lizzie.

Andrea Williams - Vision Rehabilitation Specialist

I first met Andrea Williams when she came for a home visit. She provided me with the listed equipment to use within the home. All of which are used on a daily basis within the home. We began the cane training shortly afterwards. I was apprehensive, thinking I will never do this. But with Andrea's special brand of teaching, motivation and patience. I found I would be able to get back my independence.

Unfortunately I had major health problems and during that time I was unable to continue the training. Andrea let me go at my own pace and after a few short weeks I completed the course. Getting my independence back has meant so much to me after so many years of relying on other people I can now go out on my own. What an absolute joy. I can't thank Andrea enough for all her patience and kindness.

Ascot House

X was discharged to a care home today and his son has expressed his thanks for the brilliant care he has received at Ascot House, he had been reluctant to agree to go into a care home but, being at Ascot, he has really come out of himself and enjoyed his time here, and has now agreed to go and live in a care home near to his son in North Wales.

Do you have news for us?



We're always on the lookout for great stories, good news, and standout practice to feature in future editions. Whether it's a team success, a colleague going the extra mile, a project update, or just something you think others would enjoy, we'd love to hear from you.

Email your ideas or stories to communications@trafford.gov.uk